

Ken Trahan TC
4-1-16

**MEMBERS OF THE WPCA THAT ARE UNABLE TO ATTEND THIS MEETING,
PLEASE CALL ETHER DIAZ, (860) 644-2511, EXT. 243, ON OR BEFORE 4:30 P.M. ON
THE DAY OF THE MEETING**

***WATER POLLUTION CONTROL AUTHORITY
TOWN OF SOUTH WINDSOR***

REGULAR MEETING
SPRENKEL ROOM

AGENDA

7:00 P.M.
APRIL 5, 2016

- A. ROLL CALL
- B. ACCEPTANCE OF MINUTES OF PREVIOUS MEETINGS
 - 1. March 1, 2016, Regular Meeting
- C. NEW BUSINESS
 - 1. Collins Corner, R030 Strong Road & Foster Road - (Approval to connect)
 - 2. 1505 John Fitch, LLC. - (Approval to connect)
 - 3. Commercial User Charge Adjustments (Approval)
- D. COMMUNICATIONS AND REPORTS
 - 1. Vegetation Management Program
 - 2. Ellington Road pipe repair
 - 3. Secondary Clarifier Improvements – (Final Inspection)
 - 4. Truss Pipe Improvements
- E. PUBLIC PARTICIPATION (Items not on the agenda)
- F. BILLS, CHANGE ORDERS, DISBURSEMENTS
- G. UNFINISHED BUSINESS
 - 1. Uncollected Sewer User Charges (Review collection proposal)
 - 2. Budget Fiscal Year 2016/2017 (Discussion)
 - 3. Retention Agreement for Legal Services
- H. MOTION TO GO INTO EXECUTIVE SESSION TO DISCUSS PENDING CLAIMS
- I. ADJOURNMENT

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REGULAR MEETING
APRIL 5, 2016 at 7:00 p.m.

A. ROLL CALL

Members Present: Richard Aries, Carol Fletterick, and Richard Siedman

Members Absent: Donald Antaya, Vicki Paliulis, Zaheer Sharaf, and William Vees

Alternates Present: Ed Havens, Jr. sitting in for Mr. William Vees
Patrick Soucy sitting in for Ms. Vicki Paliulis

Staff Present: C. Fred Shaw, Superintendent of Pollution Control
Ether A. Diaz, Recording Secretary

Others: Daniel Jameson, P.E. – Design Professionals, Inc.
Peter DeMallie – Design Professionals, Inc.
Todd M. Collins, Applicant
Mark Peterson - Gardner & Peterson Assoc., LLC.

Vice-Chairman Richard Siedman called the meeting to order at 7:00 p.m. The following actions were taken during the April 5, 2016 Regular Meeting of the Water Pollution Control Authority (WPCA).

Mr. Ed Havens, Jr. was appointed to sit in for Mr. William Vees; and Mr. Patrick Soucy was appointed to sit in for Ms. Vicki Paliulis.

Chairman Richard Aries arrived at 7:05 p.m.

B. ACCEPTANCE OF MINUTES OF PREVIOUS MEETINGS

1. March 1, 2016, Regular Meeting

Motion was made to accept the minutes of the March 1, 2016, regular meeting with a grammatical correction.

The motion was made by Mr. Ed Havens, Jr. and seconded by Ms. Carol Fletterick.
The motion carried unanimously.

C. NEW BUSINESS

1. Collins Corner, R030 Strong Road & Foster Road (Approval to connect)

Mr. Daniel Jameson of Design Professionals, Inc. was in attendance this evening and presented the application for Collins Corner. He explained that this project previously received approval from the Water Pollution Control Authority for a sanitary sewer mapping amendment because the two lots were shown as land for conservation. This project received approval from the Inland Wetlands Agency and

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the Planning and Zoning Commission. In communicating with the Town Engineer, Jeffrey Doolittle, changes were made to the pipe design for sewer connection. The inverts and connections points were adjusted. The proposed well was moved further away to allow for the property set back to the sanitary for the sewer line. There are two proposed lateral connections to the sewer main at a 2% minimum flow.

Mr. Shaw explained that the two lots were originally shown as land for conservation. The change was made to the property. However, both lots have not been assessed for sewer because they were in the land of conservation. Mr. Shaw presented a draft copy of what the assessment might be for both lots (see Exhibit A). Mr. Shaw explained that there is no lateral charge because they are making their own lateral connection to the main line.

Mr. Peter DeMallie of Design Professionals asked how was the assessment calculated on a corner lot. Mr. Shaw responded that there is a regulatory formula which states that if the front line is shorter than the rear line, then the frontage is the front line plus 40% of the difference between the front and the rear line. If the front line is larger than the rear line, then that frontage is the rear line plus 60% of difference.

Motion was made to approve the connection to the town's sewerage system for two proposed residential homes on the corner of Foster Road and Strong Road, as more specifically shown on plans entitled "Collins Corner, Strong Road & Foster Road, South Windsor, Connecticut, Subdivision"; Prepared by Design Professionals, South Windsor, CT; Project No.: 1433.C, Sheet No.: PP-1 "Preliminary Plot Plans", Dated: 1/19/2016; Revisions: 2/3/16, 2/4/16, 2/15/16, 3/2/16. This approval is subject to both lots are subject to sewer assessments at the time of connection.

Mr. Todd Collins, applicant had a question about the proposed sewer assessment. He explained that he's more likely to sell both lots; he asked if it will be the new buyer responsibility when he hooks to the sewer system to pay the total assessments charges. Mr. Shaw responded that it will be an agreement between him and the property buyer; however, the property will be assessed at the time of the sewer connection. The property owner has the option to pay off upfront or over a 15 year period.

The motion was made by Mr. Patrick Soucy and seconded by Ms. Carol Fletterick. The motion carried unanimously.

2. 1505 John Fitch, LLC. - (Approval to connect)

Mr. Mark Peterson of Gardner & Peterson Assoc., LLC., was in attendance this evening and presented the application for 1505 John Fitch, LLC. This property is located north of Kimberly Drive. Mr. Peterson explained that the existing building will be demolished and a new 2800 square ft building is proposed; this will be an automotive repair business. The building will be connected to the existing sewer main in Kimberly Road. Also, an oil/water separator is proposed. Mr. Shaw

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explained that the plans reflect an oil/water separator; however, it should be a grit separator for a vehicle maintenance operation. The grit separator is similar to an oil/water separator but it has a larger effluent baffle providing the capability for grit removal.

Chairman Aries asked if there is an existing connection to the road. Mr. Shaw responded that the existing building is connected to the sewer, however, it will be demolished and a new building has been proposed.

Mr. Ed Havens, Jr. asked if there will be any floor drains. Yes, there will be two sewer drains, said Mr. Peterson.

Chairman Aries asked if the property has been assessed. Mr. Shaw responded that it is his understanding that the assessment has already been done for this property, but he would check to make sure.

Motion was made to approve the application as presented for connection to the Town's sewerage system for a proposed commercial building located at 1505 John Fitch Boulevard, South Windsor, CT and as more specifically shown on plans entitled "Improvement Location Survey, Proposed Site Plan"; Prepared for John Fitch 1505, LLC, 1505 John Fitch Blvd. (AKA) Conn. Route 5, South Windsor, CT. Prepared by Gardner & Peterson Associates, LLC, Tolland, CT. Map No. 10600, Sheet No. 2 of 3, Dated: 01/25/21016; Revisions: 02/22/2016 and 02/23/2016. This approval is subject to the following conditions: (1) Installation of a grit separator, meeting the requirements of the State of CT Department of Energy and Environmental Protection for vehicle maintenance operations. (2) A connection charge will be due in the amount of \$3,811 at the time of connection, the rates for which will be in effect until June 30, 2016; (3) This lot is subject to sewer assessment at the time of connection.

The motion was made by Mr. Patrick Soucy and seconded by Mr. Richard Siedman. The motion carried unanimously.

3. Commercial User Charge Adjustments (Approval)

Mr. Fred Shaw distributed a copy of his Memorandum listing five proposed commercial sewer adjustments (see Exhibit B). Mr. Shaw explained that these are based on flows and private meter readings. Mr. Shaw offered to explain the reason for each case adjustment if necessary.

Mr. Shaw was asked to explain the following account adjustments:

149-191 Deming Street: This property is located in Manchester. The flow figures were not provided in a timely manner by the Town of Manchester. All of the accounts were entered in the system and checked as entered. However, this one, for some reason, wasn't checked off. Therefore, it reported no flow and it wasn't noticed

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until after the billing. In this particular case there was 4,104,276 gallons from this address and the revenue increased from \$356 to \$17,394.31.

760 Sullivan Avenue: The adjustments are made based upon information provided by the water companies, said Mr. Shaw. In this case, the fourth quarter flow reading was very high; the water company reported 1,101,000 gallons on the fourth quarter. The property owner was very upset about the increase flow readings. There was a problem, and the property owner corrected it with the water company. Mr. Shaw explained that he spoke to the water company and there was a settlement between the property owner and the water company. Therefore, the bill will be adjusted from 2,669,000 gallons to 2,368,152 and the revenue decreased from \$11,311.23 to \$10,036.45.

10 Bidwell Road: The property owner sent in a letter in November providing the meter readings in cubic feet for the private meter. In the meantime a letter was sent out in January to the property owner requesting this information. They never did return the information and the difference was the fact that their meters read cubic feet rather than gallons. Mr. Shaw converted the numbers to gallons and the bill will be adjusted from 596,025 gallons to 86,238 gallons and the revenue decreased from \$2,525.96 to \$365.48.

Chairman Aries asked for Mr. Shaw to show the net amount the next time adjustments are done to see the impact on the revenues.

Motion was made to approve the adjustments to the Commercial User Charge Billing list, in accordance with the Memorandum from Mr. Shaw dated April 5, 2016 (see Exhibit B.)

The motion was made by Mr. Patrick Soucy and seconded by Mr. Ed Havens, Jr. The motion carried unanimously.

D. COMMUNICATIONS AND REPORTS

1. Vegetation Management Program

Mr. Fred Shaw reported that the conditions have been very wet due to the latest storms. The contractor is waiting for dryer conditions to proceed with this project. It has been going much smoother than expected, said Mr. Shaw as he was expecting public relation challenges, but there hasn't been so far.

2. Ellington Road pipe repair

Mr. Fred Shaw reported that the cost for the temporary pipe repair was \$28,000. He explained that they need to go back out and tv the line and send that information to the engineer to evaluate the long term repair. He also explained that Ellington Road

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is a state road so before work can be done the Town needs to get a permit from the State. Mr. Shaw sent in the permit application and is waiting for approval.

3. Secondary Clarifier Improvements (Final Inspection)

Mr. Fred Shaw reported that the project has been finished; a final inspection was done. Not all the money has been paid out yet. There was one change order. When these projects are finished, Mr. Shaw will come back with a list so that members of the Authority can take them off the capital projects list at which time the money will go back into the reserve for capital projects.

4. Truss Pipe Improvements

Mr. Fred Shaw reported that the agreement has been signed; the pre-construction meeting will take place later in the spring time.

On a different subject, Mr. Shaw reported that there was a project, Environmental Services, Inc., (ESI) that was previously approved by the WPCA to install a storm water grit separator. This involves them cleaning out the storm drain system into their site. This isn't waste water but the water goes into the town's sewer system. ESI is having trouble with their flow meters, said Mr. Shaw, so they can't measure what materials goes in the system. Mr. Shaw explained that ESI was asked by the WPCA for at least the first few months to take samples of the water discharged in the sewer for Total Suspended Solids (TSS), and Total Petroleum Hydrocarbons (TPH). Mr. Shaw did receive a report from a laboratory that did the analysis and the results met Town regulatory requirements.

Chairman Aries asked Mr. Shaw to have ESI on the next WPCA agenda so that they can come in and explain what they are going to do to fix the problem.

E. PUBLIC PARTICIPATION (Items not on the agenda)

None

F. BILLS, CHANGE ORDERS, DISBURSEMENTS

None

G. UNFINISHED BUSINESS

1. Uncollected Sewer User Charges (Review Collection proposal)

Mr. Fred Shaw distributed a copy of the latest sewer receivables report (See Exhibit C1) for the month of February and March. There were improvements on the commercial collection in 2014 and 2015. In the case of the residential sector there was improvement in 2010 through 2015. Mr. Shaw distributed a copy of the report listing the Outstanding Sewer Receivables for Commercial Accounts as of 2-29-16

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(see Exhibit C2) and a copy of report listing the Outstanding Commercial sewer bills from 2000 to 2015 (see Exhibit C3).

Mr. Richard Siedman expressed that he feels that the Town Collector of Revenue and the Constables are doing a very poor job in collecting the outstanding fees as some of the outstanding commercial accounts are from the Hartford Federal Credit Union, the Santander Bank and Macy's. Chairman Aries responded that the Authority have talked about going to an Agency for purposes of collecting these outstanding. Mr. Siedman responded that the Authority does not need an agency on some of the outstanding accounts listed. Mr. Shaw explained that it sound like the Town staff in the Collector's office is very small; they don't have the staff to do this well. Also, the constables have only been doing it for the last two or three years; so perhaps they are not as familiar or trained as someone who is in the business or does that exclusively. Mr. Shaw also distributed a copy of the collection proposal provided by TaxServ Capital Services, LLC (see Exhibit C4).

Mr. Shaw explained that it is his understanding that there is no cost to the Town and that the 15% contingent collection fee is added on to the amount owed which is for the Agency to collect. Mr. Shaw explained that he has some questions such as if the Town has checked out the references. The Collector of Revenue was to call the references. Also he has a question on the lien sale option. Mr. Shaw was asked to invite a representative from TaxServ Capital Services, LLC. to the next WPCA meeting for further discussion of their proposal.

Motion was made to go to Item G3 – Retention Agreement for Legal Services”.

The motion was made by Mr. Patrick Soucy and seconded by Mr. Ed Havens, Jr. The motion carried unanimously.

2. Retention Agreement for Legal Services

Chairman Richard Aries was pleased to report that the proposed retainer agreement requires no advanced payment; is strictly for work done that is going to be billed.

Motion was made to accept the proposed Retention Agreement for Legal Services with Attorney Andrew Lord.

The motion was made by Mr. Richard Siedman and seconded by Ms. Carol Fletterick. The motion carried unanimously.

3. Budget Fiscal Year 2016/2017 (Discussion)

Mr. Fred Shaw reported that the budget has been reviewed over a number of meetings. The Authority has discussed the Operating Budget which is going to increase by 2.6%; the debt service which will also increase; capital projects and the

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contributions to the reserves. Mr. Shaw explained that at the last meeting he presented a spread sheet listing the capital projects and equipment depreciation schedules. He also presented a graph showing the projected equipment replacement schedule as he wanted to take a look of what has been done for the last four years to fund the Replacement Reserve and compare this rate of funding to the projected equipment replacement (depreciation schedule).

Mr. Shaw proposed to increase the user fees from \$356 to \$372, a \$16 increase. He expressed concern that even this would not be sufficient to meet the Replacement Reserve funding objectives and to stabilize the user fees over time. Chairman Aries asked Mr. Shaw to present at the next meeting the impact on the budget should the WPCA increase or not increase the sewer user charges. This subject matter will be further discussed at the next WPCA meeting.

H. MOTION TO GO INTO EXECUTIVE SESSION TO DISCUSS PENDING CLAIMS
None

I. ADJOURNMENT

Motion was made to adjourn the meeting at 8:05 p.m.

The motion was made by Mr. Ed Havens, Jr. and seconded by Mr. Patrick Soucy. The motion carried unanimously

Respectfully Submitted,

Ether A. Diaz
Recording Secretary

R030 STRONG ROAD & FOSTER ROAD
SEWER ASSESSMENTS LOT #1 & LOT#2

Assumptions

1. Base Charge = \$2,315
2. Frontage Charge = \$40 per foot
3. Lateral Charge = \$1,157
4. If front line is shorter than rear line, frontage = front line + 40% of difference
5. If front line is longer than rear line, frontage = rear line + 60% of difference
6. Both lots have a depth greater than required by zoning, therefore, the regulatory minimum depth was used for the rear line.

<u>Lot</u>	<u>Base Charge</u>	<u>Frontage</u>	<u>Frontage Charge</u>	<u>Lateral Charge</u>	<u>Total Assessment</u>
Lot #1	\$2,315	314 feet	\$12,560	0	\$14,875
Lot # 2	\$2,315	206 feet	\$8,240	0	\$10,555

MEMORANDUM

TO: Members of the Water Pollution Control Authority

FROM: C. F. Shaw, Superintendent Pollution Control

RE: Commercial User Charge Adjustment
FY 2015/2016

DATE: April 5, 2016

The following adjustments are recommended for WPCA approval..

<u>Account No.</u>	<u>Address</u>	<u>Flow (gallons)</u>		<u>User Charge</u>	
		<u>From</u>	<u>To</u>	<u>From</u>	<u>To</u>
313390	Evergreen Way	15,954,356	13,951,260	\$67,614.57	\$59,125.45
321840	10 Bidwell Road	596,025	86,238	\$2,525.96	\$365.48
332360	760 Sullivan Ave.	2,669,000	2,368,151	\$11,311.23	\$10,036.45
380250	65 Rye Street	2,218,944	2,140,921	\$9,403.89	\$9,073.43
384430	149-191 Deming	0	4,104,276	\$356.00	\$17,394.31

1540 Sullivan Ave.
 South Windsor, CT 06074
 Phone: 860-644-2511 ext. 263
 Fax: 860-648-2179

TOWN OF SOUTH WINDSOR FINANCE DEPARTMENT

MEMORANDUM

TO: Fred Shaw
FROM: Patricia Perry, Director of Finance
RE: Sewer Receivables
DATE: April 4, 2016

As of March 31, 2016 total sewer receivables are \$552,628. This balance represents 34 Commercial accounts totaling \$33,457 and 996 Residential accounts totaling \$519,171. The chart below has additional detail by category and year:

	Principle Balance	Fees	Interest through 3/31/2016	Total Sewer 3/31/2016
2006	\$ 222	\$ 24	\$ 403	\$ 649
2007	\$ 240	\$ -	\$ 392	\$ 632
2008	\$ 264	\$ -	\$ 384	\$ 648
2009	\$ 304	\$ 24	\$ 388	\$ 716
2010	\$ 340	\$ 24	\$ 372	\$ 736
2011	\$ 288	\$ -	\$ 264	\$ 552
2012	\$ 340	\$ -	\$ 250	\$ 590
2013	\$ 1,237	\$ -	\$ 673	\$ 1,910
2014	\$ 5,777	\$ -	\$ 2,166	\$ 7,943
2015	\$ 17,181	\$ -	\$ 1,901	\$ 19,082
Commercial	\$ 26,193	\$ 72	\$ 7,192	\$ 33,457
2006	\$ 222	\$ 121	\$ 420	\$ 762
2007	\$ 240	\$ 89	\$ 414	\$ 743
2008	\$ 2,507	\$ 355	\$ 3,146	\$ 6,008
2009	\$ 6,177	\$ 558	\$ 7,412	\$ 14,147
2010	\$ 10,762	\$ 746	\$ 11,269	\$ 22,777
2011	\$ 14,792	\$ 1,118	\$ 12,842	\$ 28,752
2012	\$ 33,454	\$ 2,117	\$ 25,549	\$ 61,120
2013	\$ 57,902	\$ 3,498	\$ 34,630	\$ 96,030
2014	\$ 83,223	\$ 5,240	\$ 36,628	\$ 125,091
2015	\$ 122,085	\$ 7,952	\$ 33,705	\$ 163,742
Residential	\$ 331,365	\$ 21,792	\$ 166,014	\$ 519,171
Total	\$ 357,558	\$ 21,864	\$ 173,206	\$ 552,628

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TOWN OF SOUTH WINDSOR FINANCE DEPARTMENT

MEMORANDUM

TO: Fred Shaw
FROM: Patricia Perry, Director of Finance
RE: Sewer Receivables
DATE: March 16, 2016

As of February 29, 2016 total sewer receivables are \$584,117. This balance represents 36 Commercial accounts totaling \$44,035 and 1,050 Residential accounts totaling \$540,083. The chart below has additional detail by category and year:

	Principle Balance	Fees	Interest through 2/29/2016	Total Sewer 2/29/2016
2006	\$ 222	\$ 24	\$ 400	\$ 646
2007	\$ 240	\$ -	\$ 389	\$ 629
2008	\$ 264	\$ -	\$ 380	\$ 644
2009	\$ 304	\$ 24	\$ 383	\$ 711
2010	\$ 340	\$ 24	\$ 367	\$ 731
2011	\$ 288	\$ -	\$ 259	\$ 547
2012	\$ 340	\$ -	\$ 245	\$ 585
2013	\$ 1,237	\$ -	\$ 654	\$ 1,891
2014	\$ 5,872	\$ -	\$ 2,095	\$ 7,967
2015	\$ 25,179	\$ -	\$ 4,504	\$ 29,683
Commercial	\$ 34,286	\$ 72	\$ 9,677	\$ 44,035
2006	\$ 222	\$ 121	\$ 416	\$ 759
2007	\$ 240	\$ 89	\$ 410	\$ 739
2008	\$ 2,507	\$ 355	\$ 3,109	\$ 5,971
2009	\$ 6,177	\$ 558	\$ 7,563	\$ 14,297
2010	\$ 11,009	\$ 770	\$ 11,168	\$ 22,947
2011	\$ 15,428	\$ 1,166	\$ 13,122	\$ 29,717
2012	\$ 35,022	\$ 2,213	\$ 26,097	\$ 63,332
2013	\$ 62,527	\$ 3,768	\$ 36,624	\$ 102,919
2014	\$ 86,956	\$ 5,570	\$ 37,483	\$ 130,009
2015	\$ 127,612	\$ 8,336	\$ 33,445	\$ 169,394
Residential	\$ 347,701	\$ 22,944	\$ 169,437	\$ 540,083
Total	\$ 381,987	\$ 23,016	\$ 179,114	\$ 584,117

Town of South Windsor
Outstanding Sewer Receivables
for Commercial Accounts as of 2-29-16

<u>Year</u>	<u>Vendor</u>	<u>Principle Amt</u>	<u>Fees</u>	<u>Interest</u>	<u>Total</u>
2006	85 Nutmeg Road South LLC	222.00	24.00	399.60	645.60
	TOTAL 2006	222.00	24.00	399.60	645.60
					-
2007	85 Nutmeg Road South LLC	240.00	-	388.80	628.80
	TOTAL 2007	240.00	-	388.80	628.80
					-
2008	85 Nutmeg Road South LLC	264.00	-	380.16	644.16
	TOTAL 2008	264.00	-	380.16	644.16
					-
2009	85 Nutmeg Road South LLC	304.00	24.00	383.04	711.04
	TOTAL 2009	304.00	24.00	383.04	711.04
					-
2010	85 Nutmeg Road South LLC	340.00	24.00	367.20	731.20
	TOTAL 2010	340.00	24.00	367.20	731.20
					-
2011	85 Nutmeg Road South LLC	288.00	-	259.20	547.20
	TOTAL 2011	288.00	-	259.20	547.20
					-
2012	85 Nutmeg Road South LLC	340.00	-	244.80	584.80
	TOTAL 2012	340.00	-	244.80	584.80
					-
2013	85 Nutmeg Road South LLC	374.00	-	201.96	575.96
	570 Sullivan Avenue LLC	374.00	-	201.96	575.96
	718 Ellington Road	50.63	-	16.71	67.34
	39 Foster Street	374.00	-	201.96	575.96
	636 Nutmeg Road	64.19	-	31.77	95.96
	TOTAL 2013	1,236.82	-	654.36	1,891.18
					-
2014	85 Nutmeg Road South LLC	374.00	-	134.64	508.64
	570 Sullivan Avenue LLC	374.00	-	134.64	508.64
	651 Sullivan Avenue	374.00	-	134.64	508.64
	718 Ellington Road	374.00	-	134.64	508.64
	1265 John Fitch Blvd	920.99	-	331.56	1,252.55
	636 Nutmeg Road	2,466.89	-	888.08	3,354.97
	645 Sullivan Avenue	892.84	-	321.42	1,214.26
	435 Buckland Road	95.30	-	15.72	111.02
	TOTAL 2014	5,872.02	-	2,095.34	7,967.36

<u>Year</u>	<u>Vendor</u>	<u>Principle Amt</u>	<u>Fees</u>	<u>Interest</u>	<u>Total</u>
2015	85 Nutmeg Road South LLC	356.00	-	64.08	420.08
	1395 John Fitch Blvd LLC	224.78	-	13.49	238.27
	570 Sullivan Avenue LLC	356.00	-	64.08	420.08
	651 Sullivan Avenue	356.00	-	64.08	420.08
	718 Ellington Road	356.00	-	64.08	420.08
	1665 Ellington Road	356.00	-	64.08	420.08
	1265 John Fitch Blvd	1,008.65	-	181.56	1,190.21
	620 Sullivan Avenue	19.07	-	2.57	21.64
	405 Sullivan Avenue	356.00	-	64.08	420.08
	319 Nutmeg Road	356.00	-	64.08	420.08
	636 Nutmeg Road	789.34	-	142.08	931.42
	253 Chapel Road	2,634.30	-	474.17	3,108.47
	645 Sullivan Avenue	712.00	-	128.16	840.16
	1765 Ellington Road	1,401.16	-	252.21	1,653.37
	435 Buckland Road	2,846.69	-	512.40	3,359.09
	465 Buckland Road	13,051.00	-	2,349.18	15,400.18
TOTAL 2015		25,178.99	-	4,504.38	29,683.37

TOTAL COMMERCIAL 2-29-16	34,285.83	72.00	9,676.88	44,034.71
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Town of South Windsor

Outstanding Commercial sewer bills from 2000 to 2015

with interest calculated to 3/31/2016

Account: 351560 1395 JOHN FITCH BLVD LLC Location: 1395 JOHN FITCH BLVD										
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2015	38382	COMSEW	1,873.20	1,648.42	224.78	224.78	0.00	224.78	13.49	238.27
1										238.27
Account: 320770 570 SULLIVAN AVENUE LLC Location: 570 SULLIVAN AVENUE										
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2013	308238	COMSEW	374.00	0.00	0.00	374.00	0.00	374.00	201.96	575.96
2014	38257	COMSEW	374.00	0.00	0.00	374.00	0.00	374.00	134.64	508.64
2015	38289	COMSEW	356.00	0.00	0.00	356.00	0.00	356.00	64.08	420.08
3			1,104.00	0.00	0.00	1,104.00	0.00	1,104.00	400.68	1,504.68
Account: 332380 651 LLC Location: 651 SULLIVAN AVENUE										
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2014	38288	COMSEW	374.00	0.00	0.00	374.00	0.00	374.00	134.64	508.64
2015	38320	COMSEW	356.00	0.00	0.00	356.00	0.00	356.00	64.08	420.08
2			730.00	0.00	0.00	730.00	0.00	730.00	198.72	928.72
Account: 337140 85 NUTMEG ROAD SOUTH LLC Location: 85 NUTMEG ROAD										
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2006	3007920	COMSEW	222.00	0.00	0.00	222.00	24.00	246.00	399.60	645.60
2007	3007987	COMSEW	240.00	0.00	0.00	240.00	0.00	240.00	388.80	628.80
2008	3008311	COMSEW	264.00	0.00	0.00	264.00	0.00	264.00	380.16	644.16
2009	3008120	COMSEW	304.00	0.00	0.00	304.00	24.00	328.00	383.04	711.04
2010	38157	COMSEW	340.00	0.00	0.00	340.00	24.00	364.00	367.20	731.20
2011	30168	COMSEW	288.00	0.00	0.00	288.00	0.00	288.00	259.20	547.20
2012	38236	COMSEW	340.00	0.00	0.00	340.00	0.00	340.00	244.80	584.80
2013	308282	COMSEW	374.00	0.00	0.00	374.00	0.00	374.00	201.96	575.96
2014	38301	COMSEW	374.00	0.00	0.00	374.00	0.00	374.00	134.64	508.64
2015	38333	COMSEW	356.00	0.00	0.00	356.00	0.00	356.00	64.08	420.08
10			3,102.00	0.00	0.00	3,102.00	72.00	3,174.00	2,823.48	5,997.48
Account: 306840 CAVALIERE FRANK N Location: 718 ELLINGTON ROAD										
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2013	308201	COMSEW	374.00	323.37	76.63	50.63	0.00	50.63	16.71	67.34
2014	38221	COMSEW	374.00	0.00	0.00	374.00	0.00	374.00	134.64	508.64
2015	38253	COMSEW	356.00	0.00	0.00	356.00	0.00	356.00	64.08	420.08
3			1,104.00	323.37	76.63	780.63	0.00	780.63	215.43	996.06
Account: 370330 HARTFORD FEDERAL CREDIT UNION Location: 1665 ELLINGTON ROAD										
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2015	38435	COMSEW	356.00	0.00	0.00	356.00	0.00	356.00	64.08	420.08
1										420.08

This report only includes bills that have become delinquent

Town of South Windsor
Outstanding Commercial sewer bills from 2000 to 2015
with interest calculated to 3/31/2016

Account: 370100		JOHN FITCH PARTNERS LLC					Location: 1265 JOHN FITCH BLVD			
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2014	38385	COMSEW	920.99	0.00	0.00	920.99	0.00	920.99	331.56	1,252.55
2015	38417	COMSEW	1,008.65	0.00	0.00	1,008.65	0.00	1,008.65	181.56	1,190.21
	2		1,929.64	0.00	0.00	1,929.64	0.00	1,929.64	513.11	2,442.75
Account: 354340		KRIVICKAS GEORGE A & DOROTHY E TR KRIVICKAS FA					Location: 620 SULLIVAN AVENUE			
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2015	38392	COMSEW	423.81	404.74	19.07	19.07	0.00	19.07	2.57	21.64
	1									21.64
Account: 301110		KUHNS FAMILY PROPERTIES LLC					Location: 405 SULLIVAN AVENUE			
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2015	38227	COMSEW	356.00	0.00	0.00	356.00	0.00	356.00	64.08	420.08
	1									420.08
Account: 370040		MACY'S RETAIL HOLDINGS LLC C/O MACYS PROP/RE T					Location: 319 NUTMEG ROAD			
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2015	38411	COMSEW	356.00	0.00	0.00	356.00	0.00	356.00	64.08	420.08
	1									420.08
Account: 315770		MUI JOR & MILLY					Location: 39 FOSTER STREET			
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2013	308223	COMSEW	374.00	0.00	0.00	374.00	0.00	374.00	201.96	575.96
	1									575.96
Account: 377520		NORTH NUTMEG ASSOCIATES LLC					Location: 636 NUTMEG ROAD			
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2013	308392	COMSEW	1,654.77	1,590.58	74.46	64.19	0.00	64.19	31.77	95.96
2014	38411	COMSEW	2,466.89	0.00	0.00	2,466.89	0.00	2,466.89	888.08	3,354.97
2015	38443	COMSEW	789.34	0.00	0.00	789.34	0.00	789.34	142.08	931.42
	3		4,911.00	1,590.58	74.46	3,320.42	0.00	3,320.42	1,061.94	4,382.36
Account: 349800		R&J CLOUTIER LLC					Location: 253 CHAPEL ROAD			
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2015	38368	COMSEW	2,634.30	0.00	0.00	2,634.30	0.00	2,634.30	474.17	3,108.47
	1									3,108.47
Account: 300752		ROSCORP LLC					Location: 645 SULLIVAN AVENUE			
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2014	38176	COMSEW	892.84	0.00	0.00	892.84	0.00	892.84	321.42	1,214.26
2015	38203	COMSEW	712.00	0.00	0.00	712.00	0.00	712.00	128.16	840.16
	2		1,604.84	0.00	0.00	1,604.84	0.00	1,604.84	449.58	2,054.42

This report only includes bills that have become delinquent

Town of South Windsor
Outstanding Commercial sewer bills from 2000 to 2015
with interest calculated to 3/31/2016

Account: 311770		S-BNK WINDSOR LLC C/O TRAMMELL CROW CO					Location: 1765 ELLINGTON ROAD			
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2015	38264	COMSEW	1,401.16	0.00	0.00	1,401.16	0.00	1,401.16	252.21	1,653.37
1										1,653.37

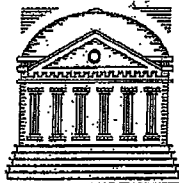
Account: 303230		SOUTH WINDSOR REALTY CO LLC C/O PERETZ RESNIC					Location: 435 BUCKLAND ROAD			
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2014	38203	COMSEW	1,588.42	1,493.12	309.74	95.30	0.00	95.30	15.72	111.02
2015	38235	COMSEW	2,846.69	0.00	0.00	2,846.69	0.00	2,846.69	512.40	3,359.09
2			4,435.11	1,493.12	309.74	2,941.99	0.00	2,941.99	528.13	3,470.12

Account: 334720		SOUTH WINDSOR REALTY CO LLC C/O PERETZ RESNIC					Location: 465 BUCKLAND ROAD			
Year	Bill #	Type	Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Bill Total
2015	38328	COMSEW	13,051.00	0.00	0.00	13,051.00	0.00	13,051.00	2,349.18	15,400.18
1										15,400.18

Town of South Windsor
Outstanding Commercial sewer bills from 2000 to 2015
with interest calculated to 3/31/2016

TOTALS for Commercial bills with an unpaid balances

Account Count	Original Principle	Paid Amt	Paid Int	Princ bal	Fees	Total Charges	Interest	Grand Total
17	39,746.06	5,460.23	704.68	34,285.83	72.00	34,357.83	9,676.89	44,034.72



TAXSERV CAPITAL SERVICES, LLC
 TAX COLLECTION SERVICES
 750 Main St, Suite 510
 Hartford, CT 06103-2714
 TELEPHONE (866) 716-1100 • FACSIMILE (860) 727-1080
 E-MAIL: taxserv@taxserv.com

MV avg - 60-65%
 old yr 30-40%
 new yr 100%

PP 30-35%

March 15, 2016

VIA Hand Delivery

Patricia Perry
 Director of Finance
 Town of South Windsor
 1540 Sullivan Ave
 South Windsor, CT 06074

Re: Proposal for Tax Collection Services

Dear Ms. Perry:

You have requested a proposal from TaxServ Capital Services, LLC ("TaxServ") to provide delinquent tax collection services to the Town of South Windsor ("Town"). In addition, TaxServ is providing information herein regarding its services and how we help several Connecticut municipalities with their delinquent tax collection services.

I. Price Proposal:

TaxServ proposes to collect all taxes placed by the Town for collection (and any other delinquent receivable placed) for a 15% contingent collection fee which is added to the amount owed by the delinquent taxpayer as allowed by C.G.S. 12-166 and C.G.S. 36(a)-800 et. seq. This allows the collection of placed delinquent tax accounts to be at no cost to the Town.

II. TaxServ Information

I have attached a TaxServ Statement of Qualifications that is similar to information provided in response to requests such as yours and which provides a short summary of our company, our collection history and our collection methodology. Also attached is a form of agreement for you and your attorney's review.

III. Summary reasons that TaxServ is the best choice

TaxServ is the ideal vendor to provide delinquent receivable collection services to the Town because:

- TaxServ's collection work is exclusively of government receivables, both tax and non-tax. Focusing solely on governmental receivables provides TaxServ an understanding of public sector needs, requirements and best practices. We have over twenty-one (21) years of tax collection experience and are experts in the collection of delinquent taxes in Connecticut (having collected in Connecticut since 2001). We have collected RE, MV and PP taxes in Connecticut for over fifteen (15) years and hold a Department of Banking Collection Agency License from the State. We take pride in that we have never had a complaint against us with the Department of Banking or with the Attorney General's Office that wasn't dismissed in a summary manner as being without merit.
- Our senior management team is unequalled in breadth and depth of experience... solely for government receivables. We have the best support staff for implementation of tax collection services and legal remedy prosecutions. Whatever your issues and goals, we have faced them multiple times and achieved client needed results.

- We have great skill in identifying the proper taxpayer, their present location and closing on a collection. We have several full-time collectors working in our Hartford call center specifically focused on and experts in collecting Connecticut taxes. The call center is accustomed to large call volume averaging between 200 and 300 calls per day.
- TaxServ's Connecticut municipal tax collections and payment processing presently average over \$1,300,000 monthly from all sources, including cashier windows, mailed payments, lock-box processing, credit and debit cards, check-by-phone and on-line payments including collections on thousands of accounts which have been suspended up to fifteen (15) years old. We have collected over \$200 million in Connecticut municipal taxes (RE, PP and MV) since 2001.
- We currently have a State of Connecticut Department of Administrative Services Contract Number 10PSX0206 as a Collection Agency, which permits all Connecticut political subdivisions (cities & towns) and agencies to engage TaxServ without cost or delay of a procurement RFP.
- We serve both large and small communities in Connecticut. Our collection procedures are flexible so that the unique aspects of a smaller town are considered.

IV. Professional Services Agreement

A form of Professional Services Agreement that we have used in other Connecticut Towns, where their Town attorneys were quite happy with the terms, is also attached. We have to date never provided collection services to a Town/City in Connecticut without an Agreement because we believe it works to the benefit of both parties. The reasons to enter an Agreement are:

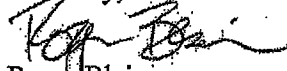
- Our professional liability insurance requires an Agreement that provides a clear scope of services with our clients;
- We believe an Agreement provides detailed best practices between us and a client so that there is a clear understanding of what we will do and what we won't do to collect your delinquencies;
- Although there are no regulatory requirements for an Agreement with regard to our State licensing, our audits with the State Banking Department have proved that it is important that clear requirements are detailed and communicated between the parties; and
- In that there is usually a right of the Town to terminate the Agreement for convenience, there is no risk to the Town of becoming involved in a relationship that they cannot unwind.

V. Conclusion

If you should have any questions about any of the attached or about our services generally, I am available to speak anytime. Please note that I will be attending the upcoming CTx convention and certainly would appreciate the chance to meet and talk again.

In addition, I am available to come and interview with you, your Town Manager and/or your Town Attorney as you deem appropriate and necessary. I can be in Somers within 24 hours from notification and can adjust my schedule to meet yours as needed.

Sincerely,



Roger Blain

President

TaxServ Capital Services, LLC

Phone: (866) 716-1100 x227

Email: rblain@taxserv.com

A. INTRODUCTION

TaxServ Capital Services, LLC ("TaxServ") is pleased to present this Statement of Qualifications regarding collection of delinquent tax receivables to the Town of South Windsor, CT (the "Town").

TaxServ provides collection, management and consulting services for municipal taxes, including real estate, motor vehicle and personal property taxes, water and sewer assessments and use charges and various non-tax receivables including water and sewer use charges and assessments; police and fire services; and code enforcement. TaxServ was established in 1993 and is one of only a few firms that solely concentrates on collection of municipal receivables.

B. TAXSERV BACKGROUND, QUALIFICATIONS AND EXPERIENCE

1. **BACKGROUND:** TaxServ is expert in the collection of delinquent real estate, motor vehicle and personal property taxes in Connecticut and has achieved significant results for its Connecticut tax collector clients.

TaxServ is fully versed and has a working knowledge of the statutes and regulations that cover delinquent tax collection, including Connecticut General Statutes Sections 12-122 through 12-170 and 36(a)-800 et. seq., covering the local levy and collection of taxes and the Connecticut Collection Agency Act respectively.

TaxServ complies with all federal, state and local statutes, regulations and ordinances affecting collection of delinquent taxes from obligors located in any state. As part of TaxServ's licensing requirements with the Connecticut Department of Banking, TaxServ has policies and procedures in place that provide training and compliance with all statutes and regulations.

Our success is based on our skill and experience at identifying the proper taxpayer, their present location, the proper amount due and the use of financial management best practices. Our Connecticut municipal clients include:

- | | | |
|-------------------|----------------------|---------------------------|
| • Ansonia, CT | • Durham, CT | • Seymour, CT |
| • Barkhamsted, CT | • East Windsor, CT | • Simsbury, CT |
| • Bethany, CT | • Farmington, CT | • Somers, CT |
| • Bridgeport, CT | • Goshen, CT | • Stafford, CT |
| • Brookfield, CT | • Hartford, CT | • Univ. of CT Hosp Center |
| • Canton, CT | • Harwinton, CT | • Thomaston, CT |
| • Cheshire, CT | • Manchester, CT | • Torrington, CT |
| • Chester, CT | • Morris, CT | • Waterbury, CT |
| • Cromwell, CT | • New Canaan, CT | • Watertown, CT |
| • Danbury, CT | • New Hartford, CT | • West Hartford, CT |
| • Darien, CT | • Newtown, CT | • West Haven, CT |
| • Derby, CT | • North Branford, CT | |

As can be seen above, TaxServ serves all sizes of communities in Connecticut and is able to customize its collection program as required to meet the needs of any particular municipality.



The following **Table 1** presents a summary of TaxServ historical collection activities by year and by receivable type from 1997 through December 2015 and describes the extent of TaxServ's ability to maximize collections of all different types of municipal receivables:

Table 1

Asset Type	Total Collection
Real Estate Tax	\$2,939,175,159
Motor Vehicle Tax	\$124,406,328
Various Non-Tax ⁽¹⁾	\$16,726,965
Personal Property Tax	\$645,809
Grand Total	\$3,080,954,261

Note: (1) Includes water/sewer, parking tickets, housing loans, police and fire private duty, etc.

2. **MANAGEMENT** – TaxServ's management has average collection experience of eighteen (18) years and an average tenure with the Firm of ten (10) years. TaxServ understands local government collection needs and parameters.
3. **COLLECTION METHODS** – TaxServ's collection process can be designed to meet requirements of any community and would include the following key elements:
 - a. **Collection Goals:** TaxServ and its clients establish realistic and achievable collection goals from which performance is reviewed and evaluated regularly.
 - b. **Approval of Receivables Collection Plan:** Our clients approve a customized collection plan for achieving the collection goals.
 - c. **Collection Services Methodology:** The following steps can be undertaken to effectuate collections:
 - Data Conversion and Confirmation
 - Skip-Tracing (Address Research)
 - Collections - Dunning and Outbound Telephone Calls
 - Taxpayer Contact – Dispute Resolution and Response to Incoming Calls
 - Other Methodologies: TaxServ can implement unique collection initiatives that can materially increase the rate of recovery to a client including:
 - **Alias Tax Warrant Programs:** TaxServ has worked with many of its clients to materially increase their out of state obligor collection rates using the alias tax warrant.
 - **Boot Program:** TaxServ has extensive experience working in the collection of taxes and parking fines through motor vehicle boot programs.
 - **Onsite Provision of TaxServ Personnel:** TaxServ can provide temporary personnel to assist a tax office with surge collection periods.
 - **Online Bill Payment:** TaxServ provides obligors of each client various methods for payment: Mail-in lockbox; credit and debit card; check by phone (ACH); money order & electronic check.



- Payment Kiosks: An alternative method for taxpayers to make a payment could be through the use of a *Payment Kiosk* which TaxServ could provide at convenient municipal owned locations.
 - CarFax®: Use of CarFax® reports is useful in the identification, location and registration information of motor vehicles so as to confirm and locate proper obligors.
4. FAIR DEBT COLLECTION PRACTICES ACT – TaxServ's procedures include requirements that all taxpayer contact, either by telephone or by mail, is in compliance with the provisions of the Fair Debt Collection Practices Act ("FDCPA"), the Fair Credit Reporting Act ("FCRA") and all other federal and regulations. In addition TaxServ collection practices are in compliance with the Connecticut collection agency statutes and regulations and any other applicable local ordinance and/or regulation. TaxServ believes that the FDCPA represents best practices for all tax collection programs.
5. CONTINGENT FEES – TaxServ's collection work is performed for a contingent collection fee as allowed by CGS Section 36a-805 and CGS Section 12-166 (15.0% of amount collected). There is no TaxServ fee charged for tax bills which are determined to not be valid. These accounts are returned to the City without cost or charge. This includes any bills which have, subsequent to placement with TaxServ, been determined to require a certificate of correction issued by the City Assessor.
6. COLLECTIONS REPORTING – TaxServ provides to all clients any and all collection reports as required or requested by the client on any frequency, including on demand. The TaxServ software system can provide any kind of report documentation as required by a client, including customization of reports to meet a Client's needs. Detailed examples of reports and procedures can be provided on request. This includes, no less frequently than weekly, a report of collections made by TaxServ broken down by bill by tax principal, accrued interest and any reimbursable fees and costs.
7. COLLECTIONS DEPOSITORY ACCOUNT – All client funds collected from taxpayers by TaxServ are deposited promptly into a separate escrow account maintained by TaxServ in a bank approved by the client for which TaxServ is the trustee/custodian. All funds deposited are the exclusive property of the client. Our collections cash management procedures have been audited multiple times by the State Department of Banking and have passed each time with flying colors. TaxServ allows the City to accept payment at the tax office, which allows the City to provide superior taxpayer service and convenience.
8. TAX DEED SALES: TaxServ has extensive experience in the management and operations of tax deed sales for delinquent real estate taxes. TaxServ has collected over \$20 million in delinquent real estate taxes through full redemptions prior to sale, forbearance agreements and auction proceeds.
9. BOOTING OF VEHICLES – TaxServ has extensive experience managing motor vehicle license plate scanning and motor vehicle booting vendors in the collection of taxes, motor vehicle violations and parking fines. A boot program can materially increase collections. TaxServ currently manages boot programs in Danbury, Waterbury and West Haven.
10. PAYMENT PLANS – TaxServ is experienced with establishment, tracking, collecting and reporting of obligor payment plans, including making sure that all payments are applied in the Connecticut statutory required manner, including any collection fee and City reimbursable expenses.



C. REFERENCES

City of Torrington, Connecticut 140 Main ST Torrington, CT 06790 Contact: Launa Goslee, CCMC Tel: (860) 489-2209; Fax: (860) 496-5905 Email: taxcollector@torringtonct.org	City of Danbury, Connecticut 155 Deer Hill Avenue Danbury, CT 06810 Contact: Scott Ferguson, CCMC Tel: (203) 797-4541; Fax: (203) 796-1547 Email: s.ferguson@ci.danbury.ct.us
Town of New Canaan, Connecticut 237 Elm Street New Canaan, CT 06840 Contact: Rosanna DiPanni, CCMC Tel: (203) 594-3063; Fax (203) 594-3130 Email: rosanna.dipanni@newcanaanct.gov	City of Waterbury, Connecticut 235 Grand Street Waterbury, CT 06702 Contact: Frank Caruso, CCMC Tel: (203) 574-6705; Fax (203) 346-6162 Email: fcaruso@waterburyct.org

D. CONTACT INFORMATION

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